

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Central Coating Company

#### Massachusetts Manufacturing Extension Partnership

#### Central Coating Company Upgrades Its Quality Standards

**Client Profile:**

Central Coating Company, Inc. currently has 35 employees at its West Boylston, Massachusetts facility. The company provides primary operations such as spray painting of color coatings, EMI/RFI electrical coatings, and many other customer-specified coatings. It also provides pad printing, silk-screening, gasketing, and light assembly capabilities. The company's products and components supply diverse industries, including medical equipment manufacturers, high-tech devices, and automotive companies.

**Situation:**

Central Coating Company contacted the Massachusetts Manufacturing Extension Partnership (MassMEP), a NIST MEP network affiliate, several years ago when its customers began to request ISO 1994 certification from their suppliers. MassMEP enrolled them a training collaborative program organized and presented by its training partner, Merrimack College of North Andover. After receiving training in all aspects of ISO alongside five other companies, Central Coating Company was successfully registered to the ISO standard in April 1998. When the time came to upgrade its quality certification to the ISO 9000:2000 standard, the company once again relied on the assistance of MassMEP.

**Solution:**

MassMEP's training collaboratives are a very cost effective and efficient way for smaller companies to perform the certification process. Working with Merrimack College once again, Central Coating Company enrolled in a new collaborative to prepare for the upgrade audit. By collaborating with other companies, Central Coating Company alleviated the financial burden of preparing for ISO registration and also took advantage of the opportunity to learn from their ideas and experiences. The company completed this program in 10 weeks, and received its upgrade to ISO 9000:2000 upon completion.

**Results:**

Achieved ISO 9000:2000 certification.  
Improved customer relations.

**Testimonial:**

"Particular value was found in the combination of structured classroom time

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with included personalized on-site days. The ability to learn and share with other companies [offered by the Massachusetts Manufacturing Extension Partnership] was enhanced by the personalized attention of a professional ISO facilitator. As such, the collaborative experience was both general and specific in its focus, and helped Central Coating successfully achieve ISO 9001:2000 transition within established time and financial budgets."

Robert J. Killion, Vice-President